

VA Office of Information and Technology Enterprise Architecture Management



Systems Integration and Development Service

CCP Preparation and Submittal Procedure CM431

**Version 1.0
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Department of Veterans Affairs

Systems and Integration Service

Letter of Promulgation

As the Director of the Systems Development and Integration Service (SIDS) within the Office of Enterprise Architecture at the Department of Veterans Affairs (VA), Office of Information and Technology (OI&T), I do hereby formally promulgate this Configuration Management Configuration Change Proposal (CCP) Preparation and Submittal Procedure and approve its use for execution across the SIDS. SIDS uses the term “Configuration Change Proposal” as a generic name for all requests for change regardless of the specific title of the request. This procedure provides direction and guidance to SIDS Program and Project personnel in the preparation of a CCP and its formal submittal into Serena Dimensions and the formal configuration control process.

_____(Signature obtained and on file)_____
Frances G. Parker, Director (Acting)
Systems Integration and Development Service
Office of Enterprise Architecture Management
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8/1/06
(Date)

Record of Changes

CCP #	CCP Date	Description of Change (or title)	Date Entered	Entered by: (initials)
N/A	N/A	Initial issue of the document	8/1/06	bgl

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1. INTRODUCTION

This procedure documents the steps required to prepare a Configuration Change Proposal (CCP) and submit it to an appropriate Configuration Management Coordinator (CMC) or equivalent program or project Configuration Management (CM) Point of Contact (POC).

1.1. PURPOSE

This procedure standardizes the repeatable steps and format for preparation of a CCP within the Systems Integration and Development Service (SIDS) of the Office of Enterprise Architecture Management (EAM) in the Office of Information and Technology (OI&T) at the U.S. Department of Veterans Affairs (VA).

1.2. SCOPE

This procedure applies to all requests for change initiated within the SIDS and for all SIDS sub elements and projects. Approval of a written Request for Waiver (RFW) to the Director, SIDS, is required for non-compliance with this procedure in whole or in part, or for substitution of another procedure. This procedure, which provides instructions for the completion of a CCP form and its submittal into the change proposal process, is generic in nature. It should be applied to similar change request forms that may have names other than CCP.

The CCP is the mechanism used to recommend, approve, incorporate and implement changes to all baselines under direct formal SIDS configuration control. CCP processes provide the means for:

- Proposing identified needs for change,
- Defining the change,
- Documenting change impacts,
- Evaluating and coordinating proposed changes,
- Incorporating approved changes in the product/system and its related product/system configuration information,
- Verifying change incorporation and continued consistency with the product configuration information, and
- Identifying, documenting, approving, and implementing variances from product-requirements baselines.

1.3. AUTHORITY

The Director, SIDS, is the issuing authority for this document and only the Director, SIDS, or higher authority may authorize it to be altered, superseded, or cancelled. Any changes or modifications to this document must be submitted for approval using the provisions of the SIDS Configuration Management Plan.

Any conflict between this document and higher authority will be resolved in favor of the higher authority. Anyone observing such a conflict is requested to bring it to the immediate attention of the Director, SIDS (or delegated SIDS authority).

1.4. CHANGE AND CANCELLATION

This is an original document and does not supersede a previous version or any other document.

1.5. REFERENCES

There are no official references for this document. It has been developed from a review of many examples in various organizations to create a consolidation of best practices.

1.6. TERMS AND ABBREVIATIONS

1.6.1. Terms and Definitions

No special terms are used in this document.

1.6.2. Abbreviations

The following abbreviations are used in this procedure:

Abbrev.	Expansion
CCMB	- Configuration Change Management Board
CCP	- Configuration Change Proposal
CM	- Configuration Management
CMC	- Configuration Management Coordinator
EAM	- (Office of) Enterprise Architecture Management
OI&T	- Office of Information and Technology
POC	- Point of Contact
RFW	- Request For Waiver
SIDS	- Systems Integration and Development Service
SME	- Subject Management Expert
VA	- (U.S. Department of) Veterans Affairs

1.7. ASSUMPTIONS

This guide assumes the following:

1. The Originator has authorized access to the CCP form (Attachment 1) through the automated CM application, Serena Dimensions.
2. The Originator is familiar with proper spelling, English grammar and punctuation.

2. PROCESS DIAGRAM

The basic flow of a CCP is as follows:

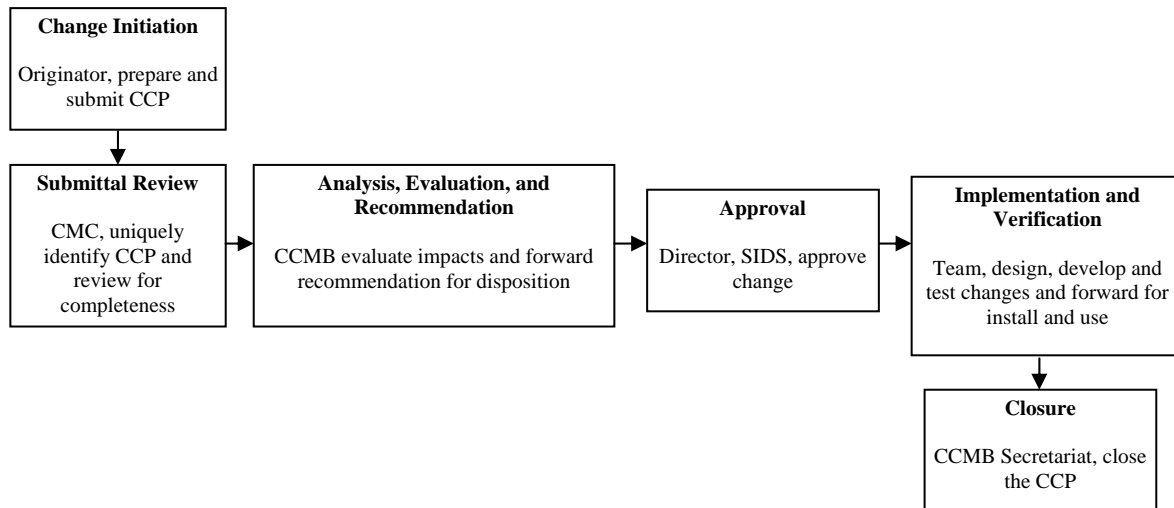


Figure 1 – General Life Cycle for Configuration Change Proposal

Refer to the next page for details of the first block (Change Initiation).

This procedure addresses the first block in the diagram above, Change Initiation, and as shown in the following:

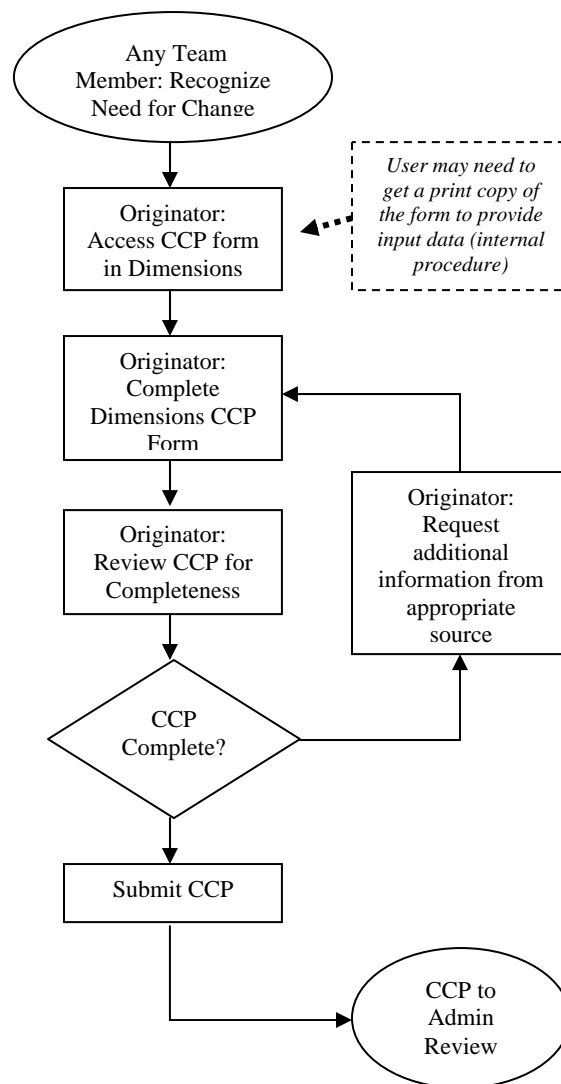


Figure 2 - Detailed CCP Preparation and Submittal Diagram

3. PROCEDURE

3.1. STEPS

Follow these steps to prepare and submit a CCP into the configuration management system.

1. Identify a need for a modification, fix, or enhancement to a configuration file baseline.
2. Obtain a CCP form in accordance with the Serena Dimensions User Guide (or contact your team representative that has access to Dimensions).
3. Complete the form in accordance with section 3.2 (below).
4. Submit the completed form in accordance with the Serena Dimensions User Guide.

NOTE: Within Dimensions, in the next step the CM Coordinator will conduct an administrative review of the submitted CCP and, if it requires corrections, return it with correction notes. The submitter will make the required modifications and resubmit the CCP by the same method.

3.2. CCP FORM COMPLETION

Below are the steps and guidance for the preparation and submittal of a CCP form, a copy of which is presented in Attachment 1. Required data items are indicated with a double asterisk (**). Steps indicated by a double percent (%%) are optional for submittal. The copy replicates the form as it exists in Dimensions, the automated configuration management application.

Contacts and Information Section

1. **CCP No – This number will be automatically assigned by the application upon submittal.
2. **Originator – Usually provided by the system. The originator is the person who initiates the CCP form into the configuration change management process in Dimensions.
3. **Originator Phone – May be provided by the system. If not, insert the originator's phone number (including area code).
4. Amend Number – Often a CCP will undergo changes as analysts and decision makers modify information on the form. The Configuration Management Coordinator (CMC) will update this field if and when appropriate.
5. Create Date – Provided by the system.
6. **POC Name – Enter the name and organization of the point-of-contact (POC) to whom questions may be addressed about the content of the CCP. POC may be the same person as "Originator" or may be the person for whom "Originator" initiated the form. Include the POC organization after the name. "Same" is not acceptable.
7. **POC E-Mail – Enter the Email address of the POC.
8. **POC Phone – Enter the telephone number (including Area Code) of the POC.
9. %%POC Fax Number – If known, enter the POC fax number (including Area Code).

10. ****Request Type** – Pick from a drop down list: New Development, Defect, Compliance, etc.

 GUIDANCE: If the CCP is being submitted in response to higher authority direction or to bring about compliance with an external mandate or constraint, the value “Compliance” should be entered and the Originator must identify the authority in “Problem/Issue Synopsis.” “Identify the authority” means to cite the standard, law, email (sender, subject and date), quote from a senior person, etc.

 If the CCP is for a suggestion or enhancement, “Suggestion/Enhancement” should be selected.

 Any other problem requires an entry of “Problem.”
11. **%%Severity** – Originator (for the POC): select Critical, High, Moderate, or Low from the pick-list. Severity addresses the impact on the system if the proposed actions are not taken or lost benefits if the proposed enhancement is not incorporated. The CCMB or the CCMB Chairperson may direct that the CM Coordinator (or CCMB Secretariat) modify the Severity setting.

 GUIDANCE: Priority and impact are semi-independent of each other. Impact addresses the likely results of not taking an action to address the stated Problem/Issue. This may or may not require timely action. For example, historically, the “Year 2000 (Y2K)” problem, if not corrected, would have a severe impact on computer systems world-wide. However, in 1990, the problem was being handled at a Routine precedence. In 1999, it was being handled as an emergency by those who had not already corrected for the problem.
12. ****Priority** – Originator (for the POC): select Emergency, Urgent, Priority, or Routine from the pick-list.

 GUIDANCE: Priority addresses the perceived timeliness requirement for CCMB consideration and subsequent implementation of the proposed change. Priority and impact are semi-independent of each other. Priority addresses the timeliness of the need to correct a problem before the impact occurs. “Emergency” must be justified in “Emergency Priority Justification” below and is reserved for those changes that must be made to recover from a catastrophic event or prevent an imminent (within 48 hours) catastrophic event. Refer to the SIDS CM Plan for the definitions of “Catastrophic Event” and “Imminent Catastrophic Event.” Immediately upon receipt of an emergency CCP, the CM Coordinator will consult with the CCMB chairperson to validate that it should receive emergency treatment. The CCMB or the CCMB Chairperson may direct that the CM Coordinator (or CCMB Secretariat) modify the setting.
13. **%%Requested Completion Date** – Originator (for the POC): enter the date by which the requested change is wanted or needed.
14. ****State** – The Dimensions system will enter the programmed process state in which the CCP resides. This should read “RAISED.” As the CCP moves from state to state, the information in this field will change to reflect where it is in the CCP life cycle.

15. %%Decision Level – Originator (for the POC): if known, enter the Level of the CCMB that should have primary consideration for the CCP contents. The CM Coordinator (or Secretariat) for that CCMB, after consulting with the chairperson, may change the level. (Refer to the SIDS CM Plan for an explanation of the Levels.)
16. %%Emergency Priority Justification – If the CCP carries a priority of Emergency, this field is mandatory. Explain why this item should received emergency consideration.
17. **Title – Enter a title that specifically addresses the subject of the change. Avoid generic titles. This title will appear in various reports and need to give the reader a real idea of the subject without the necessity of reading the form.

GUIDANCE: Ensure that the title is *not* a generic statement that could apply to a number of CCPs. The titles of CCPs will appear in various listings and reports. If someone is looking for a specific topic in a list or report, the use of a distinct CCP title will facilitate the readers search.

Example 1:

“Insert trunk call-up to a subroutine for “years-of-service” calculation” is a good title.

“Change to the service record program” is not a good title.

Example 2:

“Add “Training” to the seats on the <project> CCMB” is a good title.

“Increase the CCMB membership” is not a good title.

Identification and Impact Information

18. **Issue Synopsis – Summarize the symptoms being experienced perceived or why the enhancement would be beneficial.

GUIDANCE: Address an unsatisfactory operational occurrence and, if appropriate, include some form of expected outcome. For example, “If I have another record open, the input screen fails to come up when I select it from the home screen. We need to allow a second record to be open. I sometimes need two records at the same time.” Include, if possible, events leading up to a problem, as in: “This problem didn’t start happening until the last upgrade of the program.” The subject matter experts (SME) will identify the technical or technological problem (or the needed work in the Problem/Issue Details: field below).

If the CCP is for a suggestion/enhancement, it should contain a statement of some missing or unsatisfactory feature and a “layman’s” description of what the desired feature result. For example, “The input screen is very long and requires me to scrolling to see the lower portion. I notice a lot of blank space at the top. I suggest that the input blanks at the bottom of the screen be moved to the top so we don’t have to scroll.”

More technical sources (more technically oriented than the user in the field) will more often identify what is actually wrong and some short narrative to express the solution.

For example: “Line 3550 of the trunk source code file calls the incorrect subroutine. It should call the subroutine for finding the defined file set

19. %%Problem/Issue Details – Optional for submittal. If you know what the actual cause of the symptoms expressed in “Problem/Issue Synopsis” above (item 17), enter the details here. If not, leave blank. The SME will identify the root problem and provide further analysis results later.
20. %%Comments – Optional for submittal. This box is used for analytical comments or explanatory side notes that are to be shared and kept on record.
21. %%Affected Areas – Optional for submittal. If known, indicate the primary technology area affected by the problem or to which an enhancement applies (Requirements, Network, Hardware, Software, Web, Publication, etc.). This field begins to narrow down the focus of the problem or suggestion.
22. %%Impact to Other Areas – Optional for submittal. If known, enter any other generic areas that might be affected (especially if they may require a change as well).
23. %%Affected System – Optional for submittal. This field should reflect the specific application, database, or grouping that will be affected by the CCP. Enter the primary technology system (such as: RE, CM, VIS, VADIR or BIRLS) or management system (such as SIDS, SIDS CM, etc.).
24. %%Other Affected System – Optional for submittal. Enter any other known systems that will be affected by the proposal (especially if they may require a change as well).
25. %%Affected Items – Optional for submittal. If known, specifically name each configuration file *of the primary system* to be affected by this change or subject area for non-it technology baselines (such as: Quality Assurance documents, Risk Management documents, etc.) addressed by the proposal.
26. %%Related Change Documents – Optional for submittal. The field should contain a listing of all change documents that have a “parent-child” or “child-parent” relationship with this CCP.

GUIDANCE: “Change documents” includes any form of change request regardless of its specific name. Some, but not all, of the more specific types include: Test Incident Report, Test Problem Report, Bug Report, Help Desk Trouble Ticket, other CCPs, Project Initiation Request, Information Technology Request, Engineering Change Proposal, Change Request, Configuration Change Request, System Change Request, etc.

Solution Details

27. %%Proposed Solutions – Optional for submittal. Enter the detailed change to be implemented to solve the problem or implement the enhancement. Alternatively, for lengthy entries, refer to an attachment and include the name of the attachment in the listing under “Attachments” below (item 34).

Estimates

28. %%Milestone Date(s) – Optional for submittal. Enter only if known and can be supported by other documentation such as a Work Breakdown Structure, legal or

- Governmental mandate, direction by higher authority, etc. If an entry is made in this field, an entry is also required in “Milestone Info”
29. %%Milestone Info – Optional for submittal. Mandatory if one or more Milestone Date(s) were provided above. In this field, provide details of the driving force behind the Milestone date or cite the specific mandate, directive or other order. .
 30. %%Estimated Completion Date – Optional for submittal. Make an entry only if a proposed solution has been offered in “Proposed Solution” (item 27).
 31. %%Estimated Staff Hours – Optional for submittal. Make an entry only if a proposed solution has been offered in “Proposed Solution” (item 27). Enter an estimate of staff hours that will be needed to completely implement the solution.
 32. %%Estimated Number of Resources – Optional for submittal. Make an entry only if a proposed solution has been offered in “Proposed Solution” (item 27). List the estimated number of people required for each skill set or specialty needed to implement the solution. Also list any items that must be purchased for the solution.
 33. %%Estimated Cost – Optional for submittal. Make an entry only if a proposed solution has been offered in “Proposed Solution” (item 27) and estimates have been determined in “Estimated Staff Hours” (item 31) and “Estimated Number of Resources” (item 32). Also include any other costs that might be incurred in implementing the solution (such as prices of anticipated purchases).

CCMB Vote Recommendation

Leave this section blank. It is reserved for members of the CCMB to record their votes for a CCMB recommendation to the decision maker.

Chair Recommendation

Leave this section blank. It is reserved for the CCMB Chairperson to forward the recommendation to the decision maker.

CCP Approvals

Leave this section blank. This section is reserved to the decision making authority or authorities over the configuration item(s) affected by this proposal.

Attachments and Implementation

34. %%Attachments – List all attachments referred to in previous sections of this form. Other attachments may be listed, but if so, for each there should be a brief phrase or statement to explain why it is listed.
35. %%Scheduled Release –Enter the targeted product Release (as in 1.0, 1.1, 2.0, etc.) or date of the Release only if known. Otherwise, leave this field blank.

Leave the remaining fields under this heading blank.

Action History

This section is reserved to Configuration Management personnel and the Secretariat. Make no entries under this heading.

ATTACHMENT 1 – CCP FORM

ONE VA CONFIGURATION CHANGE PROPOSAL			
CONTACTS & INFORMATION			
CCP No:			
Originator:		Amend Number:	
Originator Phone:		Create Date:	
POC Name:	POC E-Mail:	POC Phone:	POC Fax No:
Request Type:		Severity:	Priority:
Requested Completion Date:			
State:			
Decision Level:			
<u>Emergency Priority Justification:</u>			
<u>Title:</u>			
IDENTIFICATION & IMPACT INFORMATION			
<u>Issue Synopsis:</u>			
<u>Problem/Issue Details:</u>			
<u>Comments:</u>			
<u>Affected Areas:</u>			
<u>Impact to Other Areas</u>			
<u>Affected System:</u>			
<u>Other Affected System</u>			
Affected Items:			
Related Change Documents:			

SOLUTION DETAILS		
<u>Proposed Solutions</u>		
ESTIMATES		
<u>Milestone Date(s):</u> <u>Milestone Info:</u>		
Estimated Completion Date: Estimated Staff Hours: Estimated Number of Resources: Estimated Cost:		
<u>CCMB VOTE RECOMMENDATION</u>		
Name	Vote	Reason
<u>CHAIR RECOMMENDATION:</u>		
Requires Gov't Purchase? Chair Recommendation (Yes/No):		
Chair Justification (if response is NO):		
<u>CCP APPROVALS:</u>		
<u>Approving Authority</u>	<u>Delivery Media</u>	<u>Decision</u>
<u>ATTACHMENTS & IMPLEMENTATION</u>		
Attachments:		
Assigned to:		
Scheduled Release:: Actual Release:		
<u>ACTION HISTORY</u>		
<u>Action Message</u>		